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SAN DIEGO COUNTY TRANSFER OF CARE REPORT DECEMBER 2017



San Diego County Transfer of Care Report, December 2017

Introduction

Emergency medical services systems (EMS), hospitals and their emergency departments (ED), are fundamental components of San Diego County's health care delivery network. Together they provide the County's safety net for health care with 24/7 access to emergency health care services. San Diego County's hospital ED volume has grown substantially by 40 percent between 2006 and 2016, and presently San Diego County's hospitals average more than one million visits per year (as reported by hospitals to the Office of Statewide Health Planning and Development). The availability and effective functioning of the EMS system and the EDs are of vital importance to all San Diegans.

A significant concern among emergency medical services and emergency departments in San Diego County is ambulance patient offload delays (also called wall-time). Offload delays in EDs can cause extensive wait times for patients, while also impacting resource availability for hospitals and EMS providers that serve their community for emergency response.

The purpose of this report is to quantify offload times by various factors in an attempt to inform relevant community groups, hospitals, EMS agencies, County staff, and the general public as to the level and occurrence of offload delays occurring throughout the County so that necessary steps may be taken to alleviate specific offload delay issues.

(This introduction was adapted from the California Hospital Association's Toolkit to Reduce Ambulance Patient Offload Delays in the Emergency Department.)

NOTE: For ambulance patient offloads in which a transfer of care time is not established, the ambulance unit's "Cleared Destination" time is used to calculate offload time.

Transfer of Care Compliance: TOC compliance is defined by the percent of ambulance offloads in which a valid transfer of care time is entered into the approved TOC application located on the medic device (or hospital computer if the medic device is unavailable).

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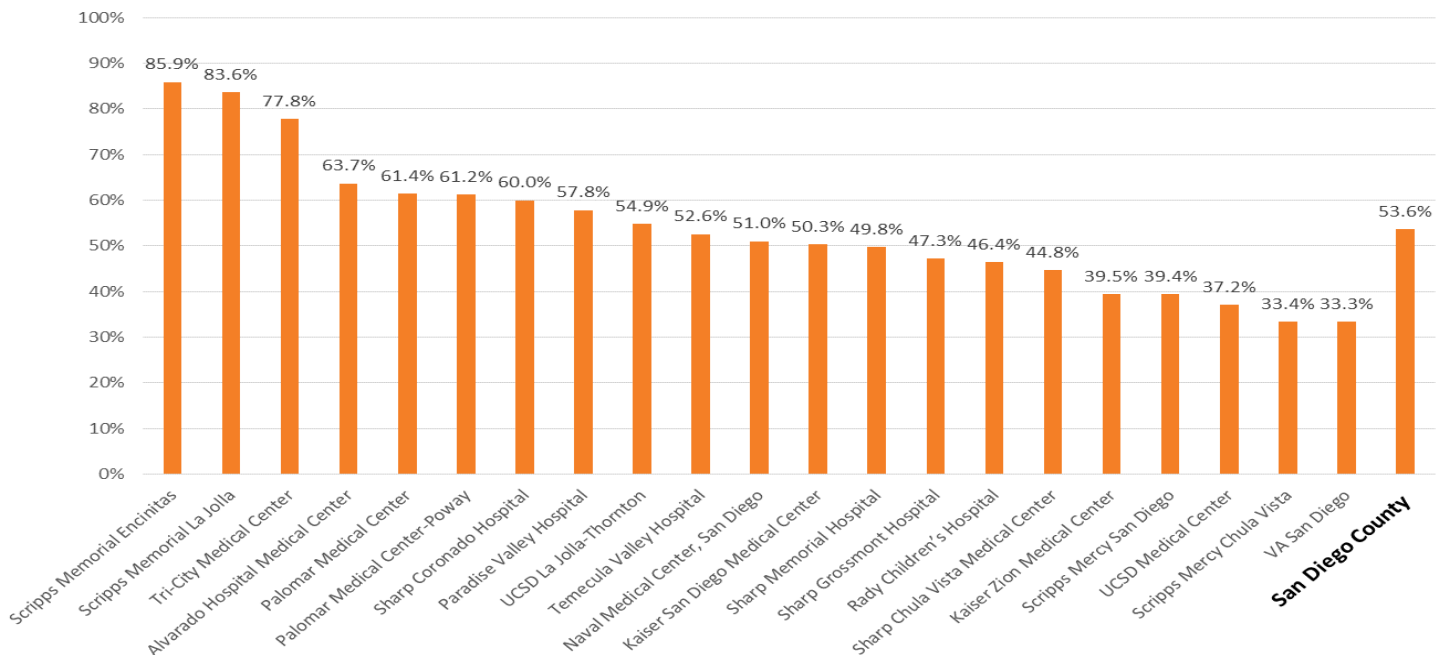
Transfer of Care Data, Separated by San Diego County Emergency Department

Table 1. Offload Times and TOC Compliance for San Diego County Emergency Departments, December 2017

Emergency Department	Rank	Total Offloads	Percent Under 30 Minutes	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance
Scripps Memorial Encinitas	1	816	85.9%	71.1%	14	33.4	65.0%
Scripps Memorial La Jolla	2	1,104	83.6%	68.8%	10	31.0	75.6%
Tri-City Medical Center	3	1,168	77.8%	56.5%	18	42.0	78.2%
Alvarado Hospital Medical Center	4	504	63.7%	46.4%	22	50.0	53.6%
Palomar Medical Center	5	707	61.4%	43.6%	24	54.3	66.6%
Palomar Medical Center-Poway	6	449	61.2%	39.0%	25	48.3	25.4%
Sharp Coronado Hospital	7	190	60.0%	40.0%	25	43.4	30.0%
Paradise Valley Hospital	8	555	57.8%	37.3%	27	44.7	40.7%
UCSD La Jolla-Thornton	9	266	54.9%	32.7%	28	39.4	32.3%
Temecula Valley Hospital	10	192	52.6%	32.3%	29	55.6	45.3%
Naval Medical Center, San Diego	11	196	51.0%	23.5%	30	42.7	14.8%
Kaiser San Diego Medical Center	12	181	50.3%	28.7%	30	58.1	40.9%
Sharp Memorial Hospital	13	1,744	49.8%	33.1%	30	47.2	31.7%
Sharp Grossmont Hospital	14	1,913	47.3%	28.2%	31	70.9	41.0%
Rady Children's Hospital	15	459	46.4%	24.8%	30	45.5	16.1%
Sharp Chula Vista Medical Center	16	726	44.8%	27.8%	30	68.6	40.5%
Kaiser Zion Medical Center	17	727	39.5%	19.9%	32	65.1	27.8%
Scripps Mercy San Diego	18	1,583	39.4%	22.1%	30	47.4	23.6%
UCSD Medical Center	19	1,356	37.2%	17.6%	30	44.1	20.3%
Scripps Mercy Chula Vista	20	982	33.4%	9.6%	33	58.3	8.0%
VA San Diego	21	18	33.3%	16.7%	31	45.1	5.6%
San Diego County Total		15,836	53.6%	34.8%	28	50.9	39.9%

Figure 1

Percent of Offload Times Under 30 Minutes by San Diego County Emergency Department



Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2017-2018.

San Diego County Transfer of Care Report, December 2017

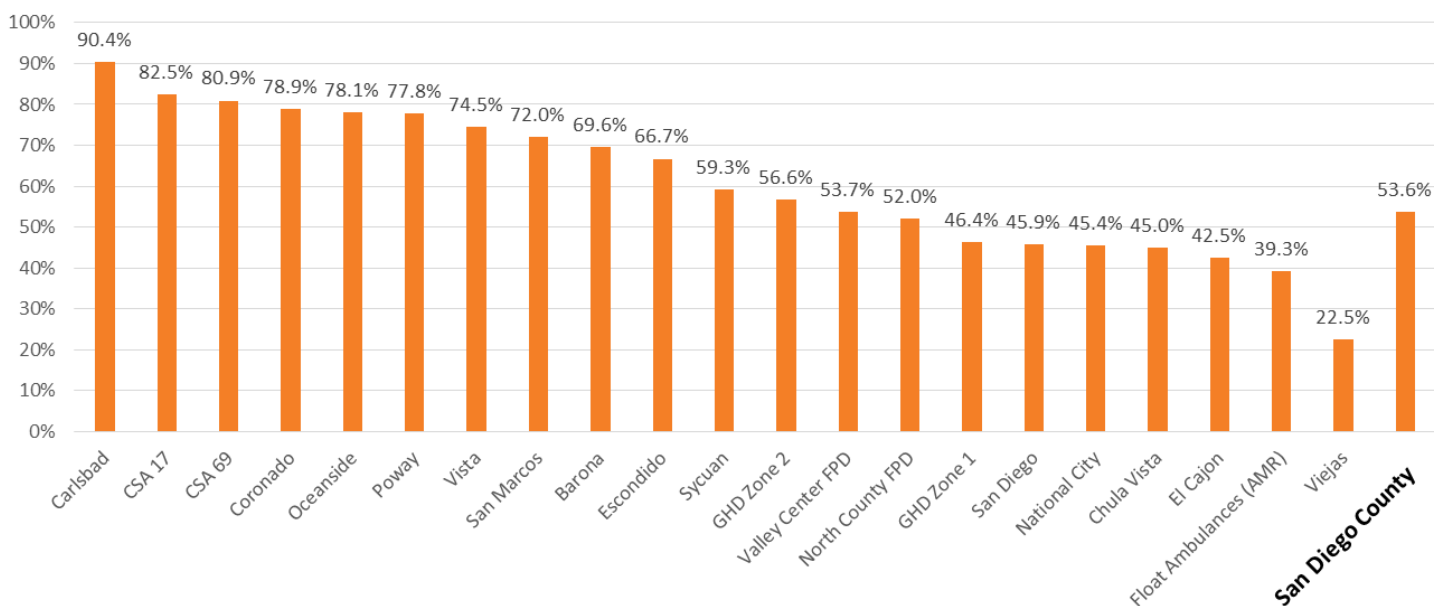
Transfer of Care Data, Separated by San Diego County Ambulance Response Zone

Table 2. Offload Times and TOC Compliance for San Diego County Ambulance Response Zones, December 2017

Ambulance Response Zone	Rank	Total Offloads	Percent Under 30 Minutes	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance
Carlsbad	1	405	90.4%	77.8%	14	29.7	74.3%
CSA 17	2	474	82.5%	60.3%	16	36.9	55.7%
CSA 69	3	865	80.9%	63.1%	15	43.0	88.0%
Coronado	4	90	78.9%	52.2%	20	42.3	25.6%
Oceanside	5	709	78.1%	59.1%	17	42.6	75.6%
Poway	6	203	77.8%	58.6%	17	42.9	59.1%
Vista	7	593	74.5%	53.1%	19	47.6	78.8%
San Marcos	8	428	72.0%	57.0%	18	45.9	79.4%
Barona	9	46	69.6%	45.7%	22	104.0	73.9%
Escondido	10	3	66.7%	33.3%	25	172.3	66.7%
Sycuan	11	27	59.3%	37.0%	25	74.8	33.3%
GHD Zone 2	12	143	56.6%	25.9%	27	62.2	11.9%
Valley Center FPD	13	54	53.7%	31.5%	27	74.4	55.6%
North County FPD	14	250	52.0%	36.0%	29	57.4	54.8%
GHD Zone 1	15	1,001	46.4%	27.5%	32	61.9	30.3%
San Diego	16	7,238	45.9%	27.3%	30	42.3	27.1%
National City	17	511	45.4%	25.2%	32	59.1	29.0%
Chula Vista	18	1,458	45.0%	23.9%	32	63.4	27.7%
El Cajon	19	814	42.5%	24.2%	33	66.1	33.9%
Float Ambulances (AMR)	20	484	39.3%	23.1%	35	69.0	38.4%
Viejas	21	40	22.5%	10.0%	43	72.8	22.5%
San Diego County Total		15,836	53.6%	34.8%	28	50.9	39.9%

Figure 2

Percent of Offload Times Under 30 Minutes by San Diego County Ambulance Response Zone

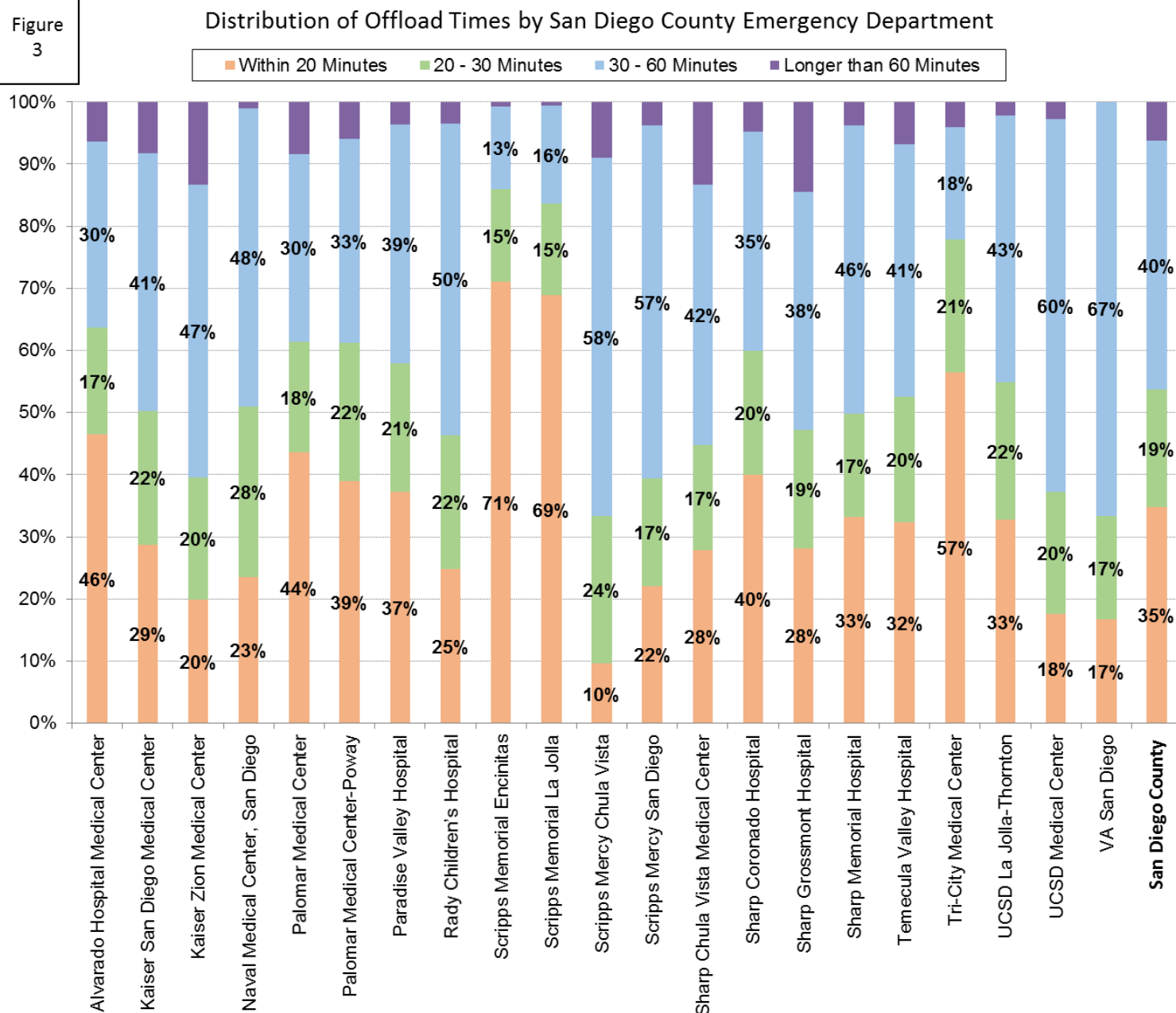


Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2017-2018.

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Transfer of Care Data by Patient Offload Time Category

Figure 3



Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2017-2018.